

Date: 10/30/08

Alert Number: 0003

To: All Providers

Re: Extended Call Center Hours During the Implementation of ForwardHealth interChange

In anticipation of the implementation of the ForwardHealth interChange system on November 10, 2008, Member Services, Provider Services, and Pharmacy Point-of-Sale (POS) call centers will have extended hours. The call center hours are:

- Saturday, November 8 and Sunday, November 9, 2008.
 - Provider and Member Services, 8:00 a.m. to 5:00 p.m.
 - Pharmacy Point-of-Sale, 8:00 a.m. to 8:00 p.m.
- Monday, November 10 through Friday, November 14, 2008, 7:00 a.m. to 8:30 p.m.
- Saturday, November 15 and Sunday, November 16, 2008, 8:00 a.m. to 5:00 p.m.
- Monday, November 17 through Friday, November 21, 2008, 7:00 a.m. to 8:30 p.m.
- Saturday, November 22, 2008, 8:00 a.m. to 5:00 p.m.
- Sunday, November 23, 2008, 10:30 a.m. to 5:00 p.m.

Beginning Monday, November 24, 2008, Provider Services, Member Services, and Pharmacy POS hours will change to 7:00 a.m. until 6:00 p.m., Monday through Friday.

Providers should use the following call center telephone numbers:

- (800) 947-9627 for Provider Services and Pharmacy POS.
- (800) 362-3002 for Member Services.

During the weekend of November 8 and November 9, 2008, the Automated Voice Response (AVR) system will be available for enrollment verification at (800) 947-3544. Beginning Monday, November 10, 2008, all methods of enrollment verification will be available.

Please call (800) 947-9627 if you have any questions.